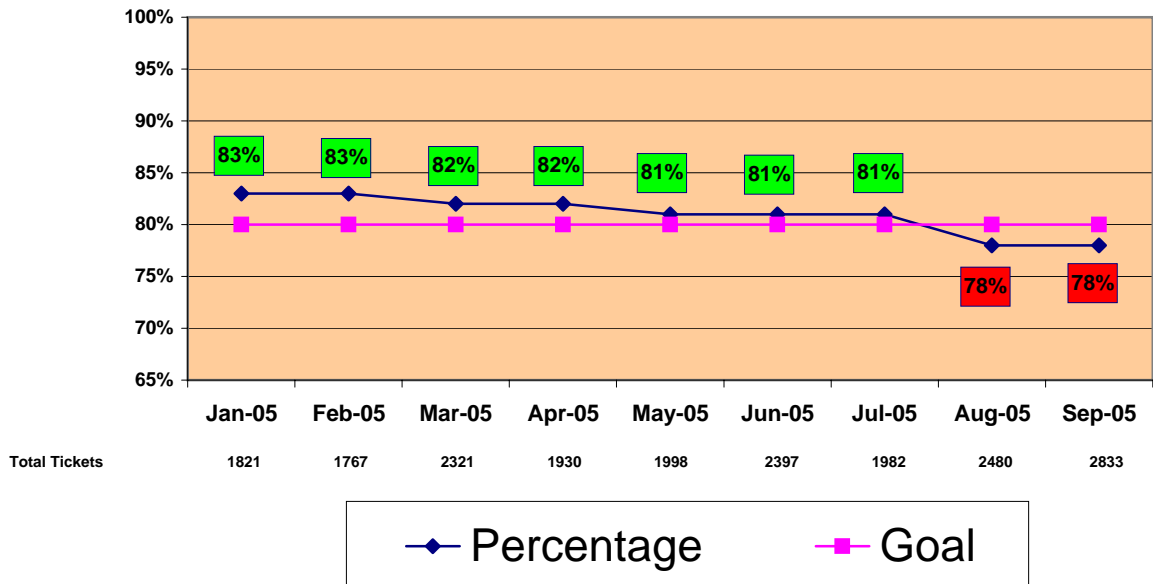
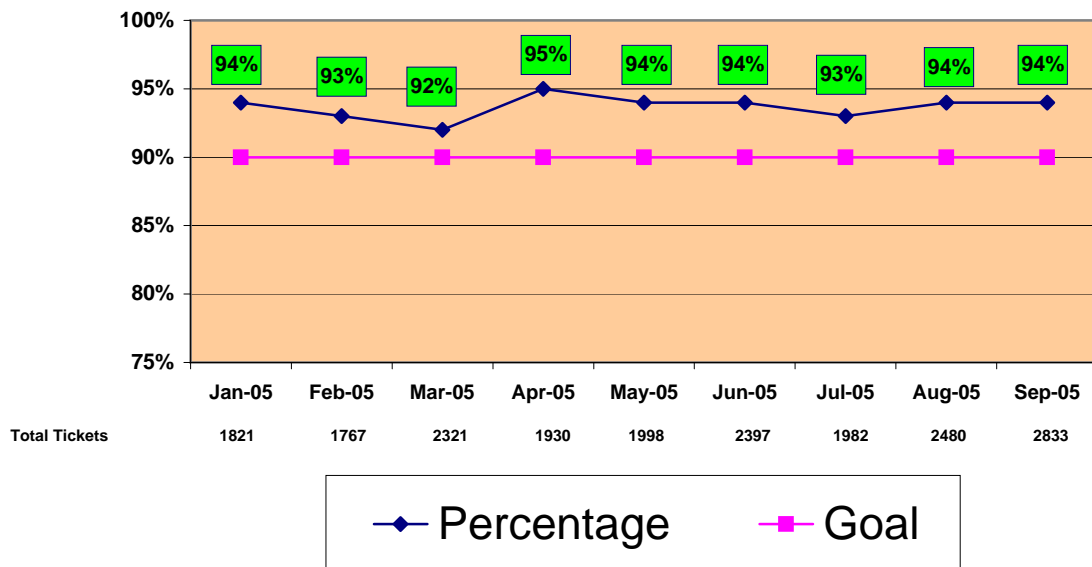


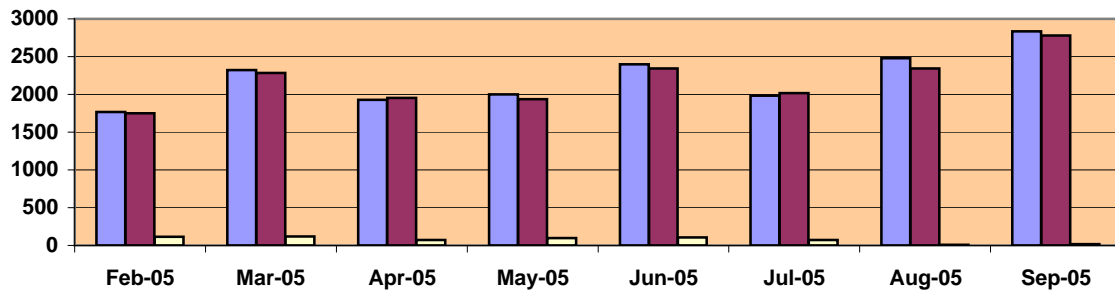
Repair or Make Recommendation Within 24 Hours (Percentage of All OIT Tickets!)



Service Agreement - Customer Contacted Within 2 Hours (Percentage of all OIT Tickets)



Remedy Statistics (Monthly Service Tickets)



■ Opened Tickets

■ Closed Tickets

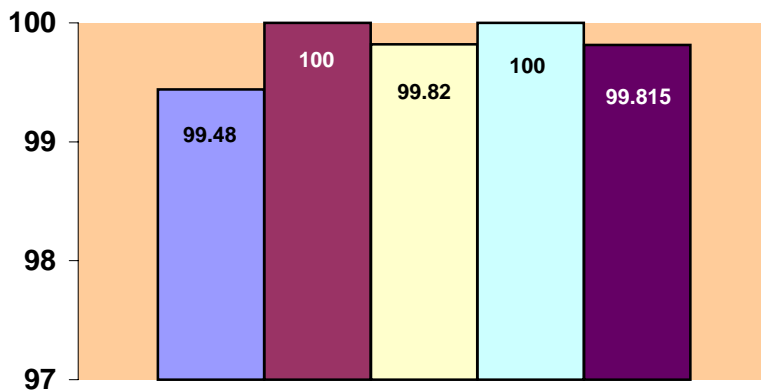
■ Carried Over Tickets

8-Month Total

OPENED: 17,707
CLOSED: 17,410
PERCENTAGE: 98%

Server Availability (Percentage)

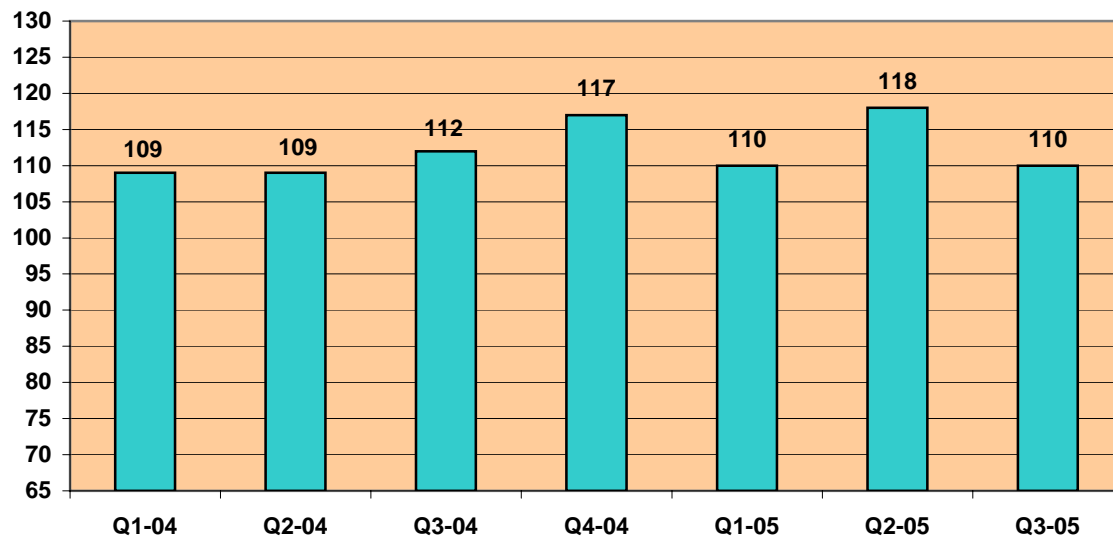
September



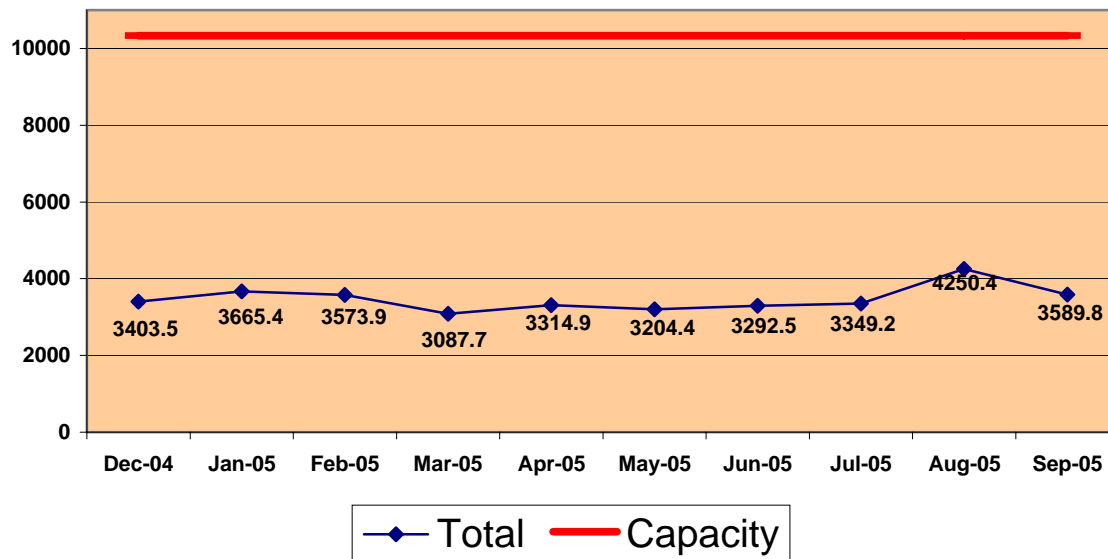
Metrics are based on the availability of these servers
from Monday through Friday (7:00AM to 6:00PM each day)!

■ Home Servers ■ Domain Servers ■ Web Servers ■ Application Servers ■ All Servers

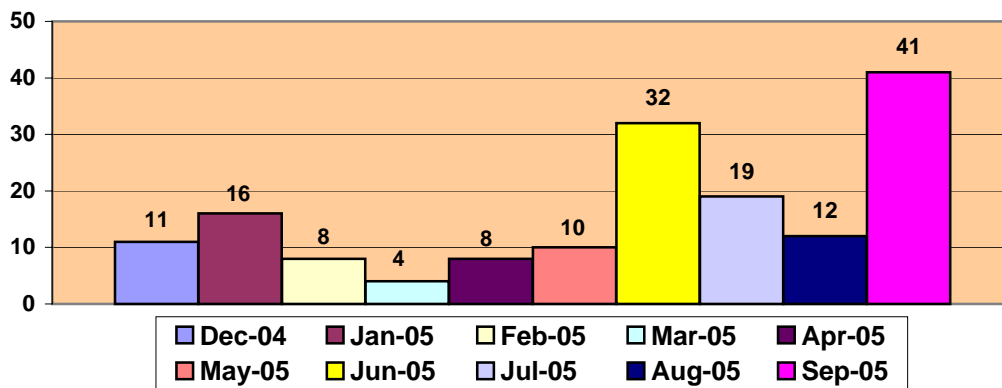
Server Count Metric
(Total Number of Servers in the OD Domain)



Datastore Growth/Capacity Metric
(Home Disk Space - In Gb's)



Incident Response Team Requests for Response (Total Requests)



Incident Response Team Requests for Response include: Intrusion attempts against/from OD, Website defacements, and Hacks or virus detection/cleaning on OD or CIT Exchange/Application servers.